

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION ADSD/EOS/Mobile & Web Applications & Web Support Section	
WORKING TITLE Application Developer	POSITION NUMBER 900-170-1401-226	REVISION DATE 10/28/2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under general supervision of the Information Technology Manager I (ITM I) over the Mobile & Web Applications and Web Support Section, the incumbent will function as an associate-level technical specialist within the Software Engineering domain, and is responsible for the development of system-software solutions, Information Technology (IT) Software Engineering methods of design/build, testing, as well as providing analysis, administration and support to various custom designed systems and system reporting services. Other areas of responsibility include IT project management, where the incumbent will provide support through all phases of the System Development Life Cycle (SDLC) to ensure efficient and effective delivery of IT products, services and/or systems. Responsibilities include analysis, designing, developing, maintaining, fixing defects, enhancing application systems and operational support; developing interfaces between different computer systems; developing reports and other outputs and participation in the development and documentation of new system design specifications and new process procedures while adhering to departmental standards; affects system-software projects, project planning, technical oversight, procurement assistance, quality and scope support.

Domain(s):

Software Engineering
IT Project Management

CORE COMPETENCIES:

As an Information Technology Associate, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence - Engagement)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Engagement)
- **Reliability**: Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence - Integrity)
- **Conflict Management**: Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence - Engagement)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **Communication**: Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Cultivate Excellence - Engagement)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Engagement)
- **Technical Expertise**: Depth of knowledge and skill in a technical area. (Cultivate Excellence - Engagement)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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45%	E	<p>Systems Design/Development</p> <p>The incumbent analyzes, designs, develops, implements, maintains and documents coding solutions to meet departmental business requirements, participates in system software engineering design activities associated with design/build techniques, performs coding using Web based application development tools to design interfaces, web services, write back-end database scripts to perform data manipulation, build ad hoc reporting tools, develops and implements migration, conversion and interface strategies for the technology refresh projects; follows departmental policies and procedures. Estimates the effort required to produce required system changes. Incumbent ensures that all departmental standards and methodologies are followed in developments and enhancement activities. Works closely with Business Analyst, application architecture unit, other programmers, database administrators, system administrators, quality control unit, release manager and program areas to ensure that the technical deliverable is of quality and meets the specified customer requirements timely.</p>
30%	E	<p>Systems Analysis</p> <p>The incumbent is responsible for the efficient delivery, quality, and completeness of all technical deliverables on new development projects or on major enhancements to existing systems. Consults with lead team members, management on the planning, development, implementation, and coordination of IT issues. Provides technical deliverable status to the project manager and assesses the impact of potential scope changes. Sets up a change control life cycle as required for new development effort. Coordinates project tasks with business analyst and technical staff and verifies completion of assigned work. Coordinates work assignments with database administrators, system administrators, and programs areas during the development and roll out process. Actively participates in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequences or importance.</p>
10%	E	<p>Systems Test</p> <p>The incumbent organizes, plans and develops test use cases and System Test Specifications; collaborates with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; develops, maintains and follows established technology practices, processes and procedures for unit testing, system testing, performance testing, etc.</p>
10%	E	<p>Systems Maintenance and Operations</p> <p>Performs administrative activities, system account management, monitors system performance, performs health checks, monitors systems for proper operations; performs system upgrades, manages and remediates security vulnerabilities and threats; troubleshoots and resolves very complex system anomalies; develops, maintains and follows established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; develops and maintains Systems Maintenance Manuals, notifies customers and stakeholders of issues affecting system performance/ anomalies and maintenance service windows.</p>
5%	M	<p>Other Duties</p> <p>The incumbent attends meetings to represent the unit and or the section. Prepare and present unit and or section related efforts as needed. Attend IT forums and presentations as needed. Other related duties as assigned.</p>

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to lead specific efforts to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent is required to have knowledge of technical Business Analysis processes, Business Relationship Management (BRM) concepts, and business process improvement methods. The incumbent must show initiative, be able to work independently with guidance from the supervisor and demonstrate tact and good judgment. The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must have strong written and verbal skills to communicate issues and concerns. The incumbent must be able to adapt easily to changing priorities and maintain consistent attendance in the performance of these specific functions. The incumbent must be able to recommend processes, procedures, and methodologies for the approval of department management and will work closely with both internal and external staff at all levels.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems, and take appropriate action. Bad judgment and/or decisions may prevent the incumbent from effectively supporting the Department's IT projects.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with program, technical and IT staff and management within the Department. In performing the responsibilities of this position, the incumbent may initiate contacts with other departments, have contact with Government and/or Control Agencies such as the Department of General Services or the Department of Technology Services; vendors of commercial tools that may be adopted by the Department; or outside consultants concerning successful project delivery.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical Requirements - The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

Mental Requirements - Be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional Requirements - Be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

While at their base of operation, the employee will work in a climate-controlled office under artificial lighting using a personal computer. The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees. Employee may be required to travel. Some weekend or after hours work may be required. The incumbent must carry a mobile phone and respond to calls after hours to lead multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting and resolving IT system problems; may travel to various Caltrans locations to provide expertise for IT operations. If the incumbent utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided. Possession of a valid driver's license is required when operating a State owned or leased vehicle.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

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